



Etiquette @ Work

A guide to modern business manners for professionals



“Etiquette means behaving yourself a little better than is absolutely essential.”

— *Will Cuppy*



Making a Good First Impression

- Make eye contact as you shake hands
- Wear your nametag on the right side at events
- Hold your drink in your left hand



Making Introductions

- Approach people who are alone or in groups of three or more people
- Always make introductions when possible
- When introducing people, offer a memorable piece of information about each person to spark conversation
- Base business introductions on hierarchy: Introduce a mid-level manager to a senior officer, for example



Business Card Basics

- Always distribute your card with the typed side up
- Be selective when handing out your card
- Thank those who give you their cards by name
- Keep your own cards in your left pocket, and those of others in your right
- Jot down information about new contacts on their business cards
- Keep your business cards with you at all times



Navigating Office Politics

- What is meant by “office politics”?
- Pay attention to political undercurrents
- Know standards of behavior
 - Be courteous and treat everyone equally
 - Take pride in your work
 - Be responsive to coworkers



Sharing Credit

- Remember you're part of a team
- Always acknowledge the contributions of others
- Never dismiss all responsibility for failures
- Only promise what you can deliver



Knowing Your Customer

- What is his or her style?
- What sort of update does he or she prefer?
- What level of communication is necessary?



Listening

“There are people who, instead of listening to what is being said to them, are already listening to what they are going to say to themselves.”

– *Albert Guinon, French playwright*



Conflict Resolution

- Deal directly with the person before going to your supervisor
- Focus on the facts
- Be receptive to the other person's story



Conflict Resolution

DO:

- ✓ Make the first move
- ✓ Choose the right time
- ✓ Adopt a conciliatory stance
- ✓ Take corrective action

DON'T:

- ✗ Jump to conclusions
- ✗ Show frustration
- ✗ Point fingers
- ✗ Criticize
- ✗ Take it personally



Meeting Misbehavior

- Research suggests a typical manager spends **40 percent** of his or her time in meetings
- Meetings that are too long were rated the **top time-waster** at work by professionals surveyed by Robert Half Technology



Meeting Tips

- Curb excessive discussion
- Don't monopolize the floor
- Start and end on time
- Make eye contact with speakers



Tech-Etiquette Blunders in Meetings

- Leaving the cell phone ringer on
- Sending and replying to instant messages or e-mails
- Working on personal computers



E-mail Use on the Rise

- **71 percent** of executives surveyed said they use e-mail to communicate most often at work, compared with 27 percent who relied on e-mail most frequently five years ago
- Receiving large attachments and unnecessary messages were top e-mail peeves cited by executives polled



Netiquette

DON'T:

- ✗ Send chain letters or links to questionable websites
- ✗ Overuse emoticons ;-)
- ✗ WRITE IN ALL CAPS
- ✗ Use the “reply all” function carelessly
- ✗ Forward e-mail without the author’s approval



Netiquette

DO:

- ✓ Pay attention to grammar and punctuation
- ✓ Use proper salutations
- ✓ Write specific subject lines
- ✓ Respond to e-mail within 24 hours
- ✓ Avoid anything you wouldn't say aloud
- ✓ Comply with your company's e-mail policy



Mobile E-mail Etiquette

- Don't check e-mail when you're talking with someone or in a meeting
- Avoid attachments when communicating with contacts who are using these devices
 - Paste content in the body of your message
- Keep it brief



Cell Phone Etiquette

- Nearly **7 out of 10** Americans say they observe poor cell phone etiquette at least once a day

Source: Synovate

- Tips for using cell phones:
 - Be aware of ring tones
 - Know how to silence your phone
 - Keep a distance
 - Avoid using on conference calls

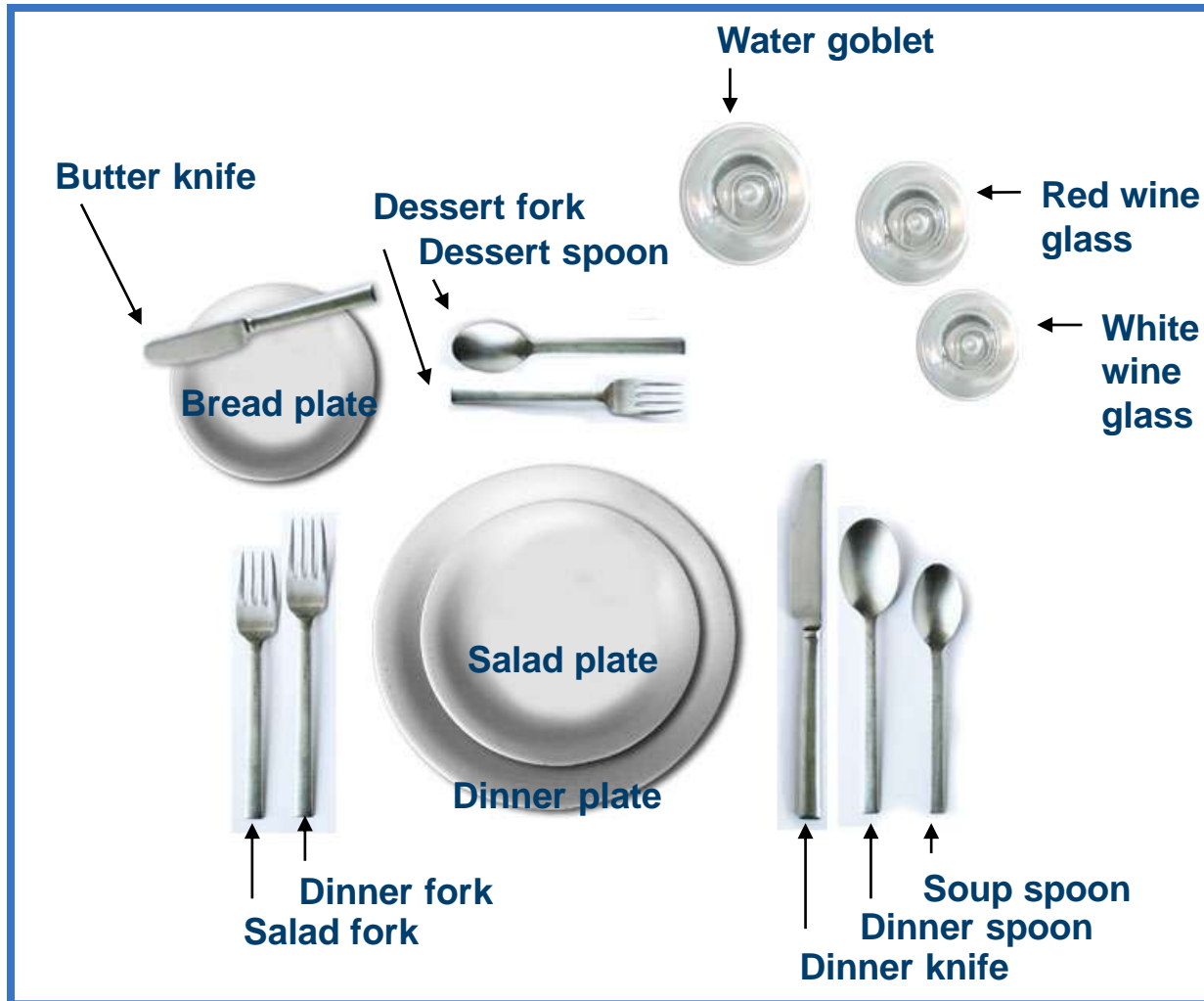


“The world was my oyster,
but I used the wrong fork.”

– *Oscar Wilde*



A Formal Place Setting





Dining Decorum

- Give your guest the seat with the best view
- Don't discuss business until after orders are placed
- Keep purses and briefcases off the table
- Eat and drink slowly
- Avoid sending food back
- Pay if you extended the invite
- Treat all restaurant staff with respect



Messy Meals

Avoid difficult-to-eat and odorous foods:

- Lobster or crab
- Corn on the cob
- Unshucked oysters
- Barbeque ribs
- Fried chicken
- Garlic



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